

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of Vincent P. Vaccarelli

Group Art Unit: 3692

Application No.: 10/083,263

Examiner: James A. Kramer

Filed: February 25, 2002

Confirmation No.: 4221

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES**

**LETTER**

Enclosed herewith is a substitute Appellants' Brief on Appeal in the above-identified application. This substitute Appeal Brief is being submitted in response to the Notification of Non-Compliant Appeal Brief (37 CFR 41.37) mailed 7/22/2009. An oral hearing is not requested.

No fees should be due. In the event any are, please charge them to Xerox Corporation, Deposit Account No. 24-0025.

Respectfully submitted,

/Jeannette M. Walder, Reg. #30,698/

**Jeannette M. Walder**

Signature under 37 CFR 1.191(b)

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Date: **August 17, 2009**

Customer No.: 25453